

Old vs. New Voice Mail Differences

Feature	Old System	New System
Reply during message playback	Press 4	Must listen to message then press 4 Or Press # to skip to end of message then press 4 to reply message NOTE: Press 4 during playback will slows down message playback
Forward during message playback	Press 05	Must listen to message then press 5 Or Press # to skip to end of message then press 5 to forward message NOTE: Press 5 during playback will change the volume of message playback
Skip to end of message and mark as new (unread)	#	## NOTE: Press # to skip to of end message and mark as read
Play header information	##	9
Reset Passwords	Via Business Admin who contacted AT&T	Via the web interface of http://voicemail.jpl.nasa.gov Or Contact the HELPDESK by dialing 4-HELP
Alternate Greetings	Must be manually reset back to standard greeting	Can have an end date and time
Access to deleted messages	Not available	Available for 24 hours
Transfer to an attendant	Caller presses " 03 "	Caller presses " 3 "
Voice Mail box message store	Limited to 15 messages	20 minutes of messages
Message Retention	21 days	30 days
Notification Device Setup	Coordinate with JPLTEL to set up.	User can set up their own notification devices, see http://jpltel/voicemail/notification.php or they can call 4-HELP
Busy Greeting	A modified greeting is played stating the user is busy	The standard greeting is played when a user is busy Users must set up a "Busy" greeting

Terminology

- **Extension** = **ID** (5, 7, or 10 digit phone number)
- **Password** = **PIN** (can be the same as the old system)